Avaya Communication Manager, Release 3.1
Known Issues and Workarounds for the S8400 Media Server

ID and Keywords	Symptom:	Workaround
a40001s Announcement, Administration, Maintenance, TN Circuit Pack	IF: - An announcement changes due to a method other than recording via a FAC (Feature Access Code), and - You run the command 'list integrated-annc-board'… THEN: ...The command displays incorrect length (in seconds) for announcements that have changed by any means other than recording via a FAC (Feature Access Code).	Manually reset the circuit pack.
a31003d –	IF: - You are using IA770 INTUITY AUDIX Messaging as a centralized voice mail system that supports multiple switches in a DCS+/QSIG environment, and - On the hunt group form, on page 2, you enter an extension in the Voice Mail Number field… THEN: …That extension must be different from the extension you enter in the Group Extension field on page 1 of the hunt group form.	Click the link for a procedural overview which identifies changes to switch administration for IA770 INTUITY AUDIX Messaging because of this difference: IA770 as centralized voice mail requires different voice mail number
a30001d	IF: - You attempt to use a TN2602 circuit pack in a G600 or CMC1 Media Gateway... THEN: ...The attempt does not succeed. Documentation erroneously implies that this configuration is supported.	Do not attempt to use this circuit pack in those media gateways.
a00004s LSP (Local Survivable Processor), Upgrade, Security, File Transfer, Maintenance	IF: - The primary server is running Release 1.3 or earlier of Communication Manager, and - An LSP is running Release 1.3.1 or later… THEN: …Filesync to LSPs does not work properly, and other transmissions through the server firewall do not behave as expected.	Even if nothing appears to have changed after creating this disparity between the primary server and the LSP, always re-administer the firewall. To do this: 1. Go to the Set LAN Security Web page and click the Advanced Settings button. 2. Review the settings. Make sure all needed ports are open, including shell on port 514. 3. Click the Set Security button. On a configuration with two servers, do this on both servers. Note: old Release Notes ID number = 000a04s
070396s Announcement, Music On Hold, Transfer, Messaging / Voice Mail	IF: - On the system-parameters features form, music is administered for Music On Transferred Trunk Calls, and - The music source is integrated announcements, and - You transfer an incoming call to an endpoint which does not answer, and - From that endpoint, the call covers to voice mail over a trunk... THEN: …The voice mail message includes both the recorded message and the music played to a call on hold.	Contact your technical support organization and request that they look for the signature of this problem. If the signature is present, request and apply the latest approved combo patch that includes patch 13384. Related document: PSN001167.

ID and Keywords	Symptom:	Workaround
070090s Maintenance, Login, Backup/Restore, File Transfer	IF: - You attempt a Secure Copy (scp) backup from the maintenance web pages, and - Your environment has slightly longer network latency than usual... THEN: …The backup might time out with the error: fileset name - /etc/opt/ecs/backup//xln_ds.conf NOSPOOL 0, NOLOCK 0, DYNAMIC_LIST 0 backup: copying files to tmp dir use scp to copy backup image to craft at 10.156.25.8 to /var/home/defty/backup sh: -c: line 0: syntax error near unexpected token '(' sh: -c: line 0: 'logger -s -t backup -p user.err -- 40: Problem performing scp: 'he authenticity of host \'10.156.25.8 (10.156.25.8)' can't be established. backup: 40: RSA key fingerprint is ed:56:2a:3e:86:81:73:64:cc:1d:61:dd:60:1b:21:23. sh: -c: line 0: syntax error near unexpected token '(' sh: -c: line 0: 'logger -s -t backup -p user.err -- 40: Are you sure you want to continue connecting (yes/no)? scp timed out while trying to connect to 10.156.25.8' sh: -c: line 0: syntax error near unexpected token '(' sh: -c: line 0: `logger -s -t backup -p user.err -- 40: Error - The authenticity'of host \'10.156.25.8 (10.156.25.8)' can't be established. backup: 40: SCP of backup image to craft at 10.156.25.8 failed -- Backup terminated for xln	Contact your technical support organization. Request and apply the latest approved combo patch that includes patch 13317. Related document: PSN001156.
070005s Messaging / Voice Mail, Attendant, Routing, ISDN, QSIG, Display, Endpoint / Appliance / Telephone	IF: - An external call with a ten-digit calling party number (ANI) routes to IA770, and - The caller then dials an extension, and - The call transfers to an auto-attendant, and - After the auto-attendant answers, the call undergoes QSIG path replacement… THEN: …The display shows only the first 8 digits of the calling party number.	Contact your technical support organization. Request and apply the latest approved combo patch that includes the Service Interrupting patch 13219. Related document: PSN001136.
064573s Translation Corruption, Maintenance, TN Circuit Pack, Administration, Translations	IF: - If you remove the board translations and the cabinet for a TN2602 circuit pack, and - After that, you remove the IP interfaces… THEN: …The command 'list ip-interface' gives the message Error Encountered; Cannot Complete Request. If you do not remove the IP interfaces, the	Remove the IP interfaces before removing the translations and the cabinet.
064446s Display, Endpoint / Appliance / Telephone, SIP, Trunk, Multi-Frequency (MF) Signaling, MF (Multi-Frequency) Signaling	IF: - A SIP endpoint receives a call over an R2MFC trunk, and - The trunk is properly configured to request calling party numbers… THEN: …The display nevertheless shows the administered name on the trunk-group form rather than the calling party number.	Contact your technical support organization. Request and apply the latest approved combo patch that includes patch 13125. Related document: PSN001119.
064443s Login, Interchange, Duplication	IF: - You run the Communication Manager command ‘disable login’ or the bash command ‘userlock’, and - Then that media server becomes the standby server… THEN: …You might not be able to login into that server because the logins are now locked. If you run the bash command ‘userlock –s’ on both servers, you see that the login is locked on the standby or inactive LSP/ESS server, but not on the activer server. You cannot enable the login via the Communication Manager command ‘enable login’ or the bash command ‘userlock –u’.	Contact your technical support organization and request that they remove the file /etc/opt/ecs/lockout from the standby or inactive LSP/ESS. Related document: PSN001114.
064314s Endpoint / Appliance / Telephone, Administration, Blocked/Dropped Call, Translation Corruption, Translations	IF: - You administer the first button of an IP endpoint as something other than a call appearance (for instance, abbreviated dialing, or Send All Calls)… THEN: …An attempt to change or remove that endpoint fails with the message Object In Use; Try Again Later, even though the endpoint is not on a call. After such an attempt, the endpoint cannot make or receive calls.	Avoid administering the first button of an IP endpoint as anything other than a call appearance. If the problem has already occurred, contact your technical support organization. Request help from the corruption group to clear the ca_voice index. Related document: PSN001056.

ID and Keywords	Symptom:	Workaround
064268s Conference, SIP, Softphone, Trunk	IF: - A call on a SIP Softphone uses the Click To Conference feature, and - One or more endpoints are connected to the conference by a trunk, and - The conference initiator drops from the call before an endpoint on a trunk… THEN: …Those trunks are not released when the conference ends.	A reset system 2 releases the trunks. Contact your technical support organization. Request and apply the latest approved combo patch that includes patch 13060. Related document: PSN001118.
064243s Login, Maintenance	IF: - You add or remove logins to Communication Manager at a rate faster than one every 18 seconds... THEN: …SAMP logins can become corrupt.	Contact your technical support organization. Request and apply the latest approved combo patch that includes patch 13411 for CM3.1.2 or patch 13458 for CM2.2.2. Related document: PSN001195.
063994s Alarm, Maintenance	IF: - On the SNMP filter web page, you filter by category, MO-Type, or MO-Location… THEN: …There are no SNMP traps for ISDN-SGRP (ISDN Signaling Group) alarms.	On the SNMP filter web page, set the filters for major, minor, and warning. Do not filter by category, MO-Type, or MO-Location. Related document: PSN001032.
063761s Adjunct, ASAI, Agent, Call Center, Conference, ISDN, PRI, DS1	IF: - You use ASAI third party selective listen requests... THEN: ...Communication Manager rejects ASAI third-party requests when DS1 signaling is set to ISDN-PRI. As a result, the ASAI agent GUI cannot	Set DS1 signaling to ISDN-EXT. Alternatively, contact your technical support organization. Request and apply the latest approved combo patch that includes patch 12668. Related document: PSN001201.
063449s Call Center, Tone, Agent, Vector, BSR (Best Services Routing)	IF: - BSR (Best Services Routing) polling fails, and - Later in the call, someone accidentally presses a digit… THEN: …The agent hears a series of digits which sound with equal duration in	Remove the BSR polling step in the vector. Alternatively, add a collect step prior to the queue-to best step, in order to dump all digits in the call buffer. Related document: PSN000984.
063438s Coverage, Messaging / Voice Mail	IF: - If a call comes to a CTI application, and - The call covers to voice mail… THEN: …The call might continue to appear to the CTI application as an incoming call.	Set the field Send Reroute Request to No for the hunt group associated with voice mail. Related document: PSN001013.
063254s Endpoint / Appliance / Telephone, Button, Hold, Bridging	IF: - On an XM24 Expansion Module, you set a feature button to be a bridged line appearance, and - In the section of the system-parameters features form for LED settings of a digital station line appearance, you set the LED for that button to flutter, rather than wink, when a call is on hold… THEN: …Nevertheless the button winks rather than fluttering.	Contact your technical support organization. Request and apply the latest approved combo patch that includes patch 12634. Related document: PSN001135.
063203s Administration, DS1	IF: - On the DS1 form, you administer the internal DS1 for a G250 Media Gateway... THEN: …The first attempt does not succeed.	Try the administration again. It works the second time.
063095s H.323 IP, Tone, Media Gateway, Trunk	IF: - An IP endpoint on a media gateway is on a call with a non-IP endpoint, and - The IP endpoint attempts to send DMTF tones over an IP trunk (for instance, as a password), and - DMTF tones on that trunk are set to 'rtp-payload'... THEN: …One or more of the tones might go over the trunk twice, making the information to the far end invalid.	Try again to send the tones. Usually the second attempt succeeds.
063056s Tone, Call Center, Agent, Hold, Announcement, Vector	IF: - On the system-parameters features form, the field Hear Zip Tone Following VOA is set to No, and - On a call, the agent presses voa-repeat, and - The agent then holds and unholds the call... THEN: …The agent hear zip tone as the call comes off hold.	Disregard the zip tone.

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063030s Emergency, PRI, Trunk, Display, Appliance, Endpoint, Telephone	IF: - On the ars analysis form, the call type is set to 'alrt', and - On the trunk group form for a PRI trunk group, the field Send Calling Number is set to No... THEN: …The calling number is not available even for an emergency (911) call.	On the trunk group form, set the field Send Calling Number to Yes.
062964s Hold, H.323 IP, Announcement, Media Gateway, Direct IP-IP (Shuffling)	IF: - Direct IP-IP (shuffling) is turned off, and - An IP endpoint makes a call and starts to hear an announcement (or any other automated signal, such as intercept tone), and - The call receives VoIP from a media gateway, and - The endpoint puts the call on hold... THEN: …The endpoint continues to hear the announcement even while on hold.	Turn on Direct IP.
062707s H.323 IP, Tone, Blocked/Dropped Call	IF: - A reset system 1 occurs while IP endpoints are recovering and re-registering... THEN: …Some IP endpoints cannot get dialtone or receive calls.	Busy and release the affected C-LAN.
062678s H.323 IP, Hold, Talkpath, Blocked/Dropped Call, Direct IP-IP (Shuffling)	IF: - Direct IP-IP (shuffling) is turned off, and - An IP endpoint calls a DCP endpoint, and - The IP endpoint puts the first call on hold and calls another DCP endpoint, and - The IP endpoint attempts to return to the first call... THEN: …The first call has no talkpath.	Turn on Direct IP.
062632s Administration, Circuit Pack, VAL, Translation Corruption, Port Network, Translations, VAL (Voice Announcement over the LAN)	IF: - You run the command 'add ip-interface' for a TN2501 (VAL: Voice Announcement over the LAN Manager) or TN799 (C-LAN) circuit pack, and - You do not add a data module and enable the Ethernet port, and - The port network containing the circuit pack restarts, and - You run the command 'change ip-interface'... THEN: …You receive the message Error Encountered; Cannot Complete	When you run the command 'add ip-interface', be careful to complete the form.
062412s Display, Endpoint / Appliance / Telephone, Attendant	IF: - You call the individual extension for an attendant, and - Your number appears on the attendant's endpoint as a string that is 8, 11, 12, or 13 characters long... THEN: …The last digit of your number is not visible on the attendant's display.	Punctuate the display of the calling party number to avoid a string that is 8, 11, 12, or 13 characters long. For instance, remove punctuation for a 7-digit number, and add punctuation to an 8-digit number.
062327s TN Circuit Pack, File Transfer, Maintenance	IF: - Your configuration contains a TN2602 circuit pack, and - Secure file transfer (SFTP) is already enabled, and - You run the command 'enable filexfer' for that circuit pack… THEN: …The error message says Source Board Has Filesystem Running, rather than notifying you that you must disable file transfer before the command can be effective.	Disable file transfer before running this command.
061912s Administration, Backup/Restore, File Transfer, Maintenance	IF: - You are working with the system-parameters customer-option form… THEN: ...The field Backup Cluster Automatic Takeover appears on the form,	Disregard the field.
061671s Maintenance, TN Circuit Pack	IF: - You run the command 'status media-processor board' for a TN2302 circuit pack… THEN: …You see the correct results, but the screen inaccurately references a TN2602.	Disregard the inaccurate TN number.

ID and Keywords	Symptom:	Workaround
061663s SIP, Bridging, Button, Endpoint / Appliance / Telephone, SIP	IF: - You make an intercom call within an intercom group, using the principal endpoint, and - You then originate another call, using the same call appearance as the just-completed intercom call… THEN: …The button lamp on the bridged appearance for a Toshiba SIP Phone incorrectly does not light. In general, calls made in an intercom group do not update the button status of bridged appearances.	Contact your technical support organization. Request and apply patch 11943 or any later patch that includes 11943. Related document: PSN000851.
061462s Messaging / Voice Mail, SIP, Talkpath, Tone, H.323 IP, Direct IP-IP (Shuffling)	IF: - Direct IP-IP (shuffling) is enabled, and - An IP endpoint and a SIP endpoint are on a call, and - The IP endpoint supplies DMTF tones to the SIP endpoint… THEN: …The call experiences a brief interruption of talkpath after about 30 seconds.	Disable Direct IP.
061404s Blocked/Dropped Call, Administration	IF: - On the ip-network-region form, you administer a domain name using upper-case letters… THEN: …Calls from that domain do not succeed.	Use all lower-case letters for these domain names.
061357s Administration, Wireless, Endpoint / Appliance / Telephone, ESS (Enterprise Survivable Server)	IF: - A wireless endpoint is administered with a blank telephone number, and - You attempt to change its Mapping Mode… THEN: …The attempt receives the message Identifier Previously Assigned; Please Select Another.	Temporarily administer a phone number. Change the Mapping Mode and submit the form. Then re-administer the telephone number to be blank again. Alternatively, contact your technical support organization. Request and apply the latest approved combo patch that includes patch 13112. Related document: PSN001053.
061198s AAR and ARS, Call Center, Tone, Tone	IF: - The field Incoming Tone (DTMF) ANI on the trunk group form is set to ANI*DNIS*… THEN: …In the DNIS (Dialed Number Identification Service), an ANI (Automatice Number Identification) string starting with an asterisk (*)	Do not use an ARS FAC in the DNIS. Alternatively, contact your technical support organization. Request and apply patch 11774 or any later patch that includes 11774. Related document: PSN000837.
060816s License, Maintenance, Administration	IF: - The Tripwire feature is not active, and - You run commands such as 'loadlicense'… THEN: …You might receive the message Failed To Notify Process Of Certificate Change.	Disregard the message. In fact the command completes successfully in these circumstances.
060771s Wireless, Administration, Localization, International Support, Country-Specific Option, Endpoint / Appliance / Telephone, ESS (Enterprise Survivable Server)	IF: - The same telephone number is administered for both a wireless endpoint and an XMobile endpoint, and - You attempt to change the Country Code field on the off-pbx-telephone station-mapping form to a value other than Blank… THEN: …The attempt improperly succeeds.	Do not edit the Country Code field when the telephone number is shared in this manner.
060660s Video	IF: - You make a video call to an endpoint where either the endpoint itself or a bridged appearance of that endpoint has a certain bandwidth limit, and - The endpoint which actually answers the call has a higher bandwidth limit… THEN: …The call assumes the lower bandwidth, thus impairing the video quality of the call.	Administer the same video bandwidth for all endpoints.
060520s Call Center, Agent, Hold, Blocked/Dropped Call, H.323 IP, Endpoint / Appliance / Telephone	IF: - An agent on an IP endpoint puts a call on hold, and - The agent then attempts to use the Consult feature of the IC Agent GUI to call another agent, and - The agent then cancels the Consult attempt for any reason… THEN: …The call on hold drops.	Contact your technical support organization. Request and apply patch 11423 or any later patch that includes 11423. Related document: PSN000695.

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060070s Blocked/Dropped Call, Coverage, Forwarding, Messaging / Voice Mail	IF: - A QSIG trunk has Incoming Calling Number Format set to 'locl-pub' or 'pub-unk' on the trunk form, and - A call between media servers uses that trunk, and - The call covers to voice mail, specifically Release 5.1 of AUDIX… THEN: …The call might drop about 8 seconds after connecting.	On the hunt group form, set Send CPN To AUDIX to No. This prevents calls from dropping for this reason, but note that it also means that external calls do not include the number of the calling party.
055147s SIP, Display, Security, Endpoint / Appliance / Telephone, Vendor Equipment and Applications, SIP	IF: - You make a call from a Cisco 7940/7960 endpoint. and - That endpoint has the local Caller ID Block feature enabled… THEN: …The called endpoint nevertheless displays your number.	Use the Calling Number Block FNE in Communication Manager, rather than the local feature on the telephone.
054678s Maintenance	IF: - You attempt to repeat the command 'test ds1-loop cpe' by typing 'R' or pasting text at the command prompt… THEN: …The attempt does not succeed.	Type the command manually.
054534s Wireless, Upgrade, TN Circuit Pack, ESS (Enterprise Survivable Server)	IF: - Your configuration includes a DWBS (DEFINITY Wireless Business System) circuit pack TN789 (Radio Controller), and - You have upgraded to Release 3.1 of Communication Manager… THEN: …The TN789 might be out of service.	Busy and release the circuit packs after the upgrade is complete.
054045s Busy, Endpoint / Appliance / Telephone	IF: - TTI is in use for BRI endpoints… THEN: ...In rare cases, those endpoint might appear to be out of service. The command 'status station' shows it to be disconnected, and the command 'display alarms' shows that the endpoint has a warning but is in service. Calls to the endpoint receive a busy tone.	Lift the receiver of an affected endpoint to bring it into service.
052317s Display, Button, Paging, Endpoint / Appliance / Telephone	IF: - An IP endpoint on a call receives a whisper page, and - The endpoint uses the whisper page answer button to respond, such that the first call properly goes on hold, and - The paging endpoint hangs up… THEN: …The display inaccurately looks as if the first call rather than the second has dropped.	Select the remaining call appearance. This updates the display.
052258s ISDN, QSIG, ASAI, DCS, Softphone, Adjunct, Endpoint / Appliance / Telephone, Direct IP-IP (Shuffling)	IF: - The station form for an endpoint has Direct IP-IP (shuffling) turned on, and - That endpoint places an ASAI call which covers to voice mail… THEN: …That endpoint might go out of service.	Disable Direct IP.
052248s Media Gateway, Quality of Service, H.248 IP	IF: - A narrow WAN (Wide Area Network) link to a remote office terminates to a G350 or G250 Media Gateway… THEN: …Calls on the media gateway might experience jitter (choppy voice transmission), voice transmission delay, and interrupted voice transmission.	Set the DSCP/CoS values for audio and signaling on the media gateway to 46/6 and 34/7, respectively. To do this, you can: - use the commands 'set qos bearer' and 'set qos signal' on the media gateway; or - set the values on the ip-network-region form for the region containing the media gateway, and then run the command 'set qos control remote' on the media gateway. To see what the local (media gateway) and remote (primary server) values are, and which values are in use, run the command 'show qos-rtcp' on the media gateway.
052132s License	IF: - Your license file mistakenly allocates more resources than the system capacity allows... THEN: …It looks as if you can actually use the excess resources, but in fact they are not available.	Assume that the maximum resources avaiable are represented by the system capacities or your licensed limit, whichever is lower.

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052044s Administration, Login, SNMP	IF: - You attempt to use the command 'change permissions acpsnmp'… THEN: …The command might not work.	From the maintenance web pages, shut down the server and then restart it.
051927s Display, SIP, Endpoint / Appliance / Telephone	IF: - On the trunk group form for a CO trunk, the Group Name is longer than 16 characters, and - A Toshiba SIP Phone receives a call over that trunk... THEN: …The display incorrectly shows the TAC (Trunk Access Code) as well as the trunk group name.	Disregard the TAC.
051675h ISDN, Modem, Media Gateway, Blocked/Dropped Call, H.248 IP	IF: - You have an ISDN Multitech modem (IWAY version 3.34L of MTA128NT) on a G350 or G250 Media Gateway, and - The modem is operating at 230Kb/sec full duplex, and - The modem has been transmitting voice traffic for about half an hour OR has been transmitting packets of about 64 bytes or smaller for a few minutes… THEN: …The modem goes out of service.	Reboot the modem. You can reduce the frequency of this issue by avoiding the use of the modem for routing VoIP bearer traffic. Watch for a newer version of MTA128NT from Multitech that remedies this issue.
051490s Administration, Maintenance	IF: - You are working in Communication Manager via a Web browser, and - The time is approximately 4:00 AM… THEN: …The browser might stop working. This results from a rare race condition during automatic rotation of log files at 4:02 AM.	Contact your Technical Services Organization to check and restart the web services. To avoid this situation, do not work in Communication Manager via a Web browser between 4:00 AM and 4:05 AM. Related document: PSN000355.
050885s ISDN, QSIG, MWI (Message Waiting Indicator), Messaging / Voice Mail, Endpoint / Appliance / Telephone	IF: - Tenovix C3000 Voice Mail is administered to report messages waiting for 'telephony', and - A caller uses that Voice Mail via a Tenovis I55 server to leave a message for a Communication Manager endpoint… THEN: …The message does not activate the recipient's MWI.	Configure the Voice Mail to report messages waiting for 'all services'.
050726s Conference, Tone, Endpoint / Appliance / Telephone	IF: - An endpoint is in a conference call, and - That endpoint is in silent listener mode… THEN: …That endpoint cannot hear DTMF tones on that call.	Conference the endpoint in normally rather than using silent listener mode.
050713s Administration, X-Mobility, Wireless, ESS (Enterprise Survivable Server)	IF: - You run the command 'list xmobile mapping' with the argument 'all', and - You abbreviate 'all' as 'a' or 'al'... THEN: …The same abbreviation appears in the output.	Recognize that the 'a' or 'al' means 'all'.
045049s License	IF: - Communication Manager is in night mode, and - You attempt to load a license file… THEN: …You receive the message Command Failed; License Not Compatible With System Configuration.	Take Communication Manager out of night mode before loading the license file. Related document: PSN000149.
044286s BRI, Conference, Bridging, Hold	IF: - Pickup On Transfer is set to No on the system-parameters features form, and - A DCP endpoint uses a bridged appearance of a BRI endpoint to call another DCP endpoint, and - The caller presses the Conference button after the far end answers, and - The BRI endpoint then goes on hook and off hook again, selecting the appearance held for conference… THEN: …The BRI endpoint hears dial tone on that appearance and cannot rejoin the call, even though the green lamp is flashing.	Set the Pickup On Transfer field to Yes.

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040474s Endpoint / Appliance / Telephone, Firmware Download, File Transfer, Maintenance	IF: - The firmware release for an IP endpoint contains a period followed by a zero (".0"), and - You run the command 'status station' or 'list registered-ip-stations' for that endpoint… THEN: …The output omits the zero in displaying the version number. For instance, firmware release 1.04 inaccurately appears in the output as Prod Rel (Product Release) 1.4.	At the endpoint, press the Mute, View, and # buttons to see the accurate firmware release number.
033854s Maintenance, Firmware Download, File Transfer, Endpoint / Appliance / Telephone	IF: - An endpoint reports that it already has a given release of its firmware, and - You attempt to download the same firmware again… THEN: …The endpoint does not accept the attempt, regardless of the download	To re-download a given release of firmware to an endpoint that already has that firmware, first download a different release, and then download the desired release.
033556s Networking, Tone, H.323 IP, Trunk, SIP, Endpoint / Appliance / Telephone	IF: - The DTMF method for a signaling group is set to 'in-band' or 'in-band-g711', and - An IP endpoint makes a call over and IP or SIP trunk in that signaling group… THEN: …DTMF tones cannot be sent to the far end.	Set the method of DTMF for the signaling group to 'rtp-dtmf-payload'.
030208s System Reset, Upgrade, Endpoint / Appliance / Telephone	IF: - A DCP endpoint is associated with an IP Softphone, and - Communication Manager undergoes an upgrade or a reset system 3, 4, or 5… THEN: …The endpoint cannot dial.	On the station form for the DCP endpoint, set the port to be "DCP Port". Alternatively, if TTI (Terminal Translation Initialization) is enabled, do a TTI or PSA (Personal Station Access) associate. Related document: PSN000087.
025337s Maintenance, Modem	IF: - Someone is logged in via the modem, and - You attempt to use the command 'testinads' or 'testmodem'… THEN: …The attempt does not succeed, because the modem is busy.	Schedule the command to run later via the Linux shell, using the command 'at'. For instance: at now + 3 minutes at> testinads at> ^d
025227s Administration, Maintenance, TN Circuit Pack	IF: - A slot is unadministered and physically empty, and - You use the command 'reset board' for that slot… THEN: …The system appears to accept the command, and can take several minutes before it eventually returns a test failure.	Do not use the command 'reset board' on an empty slot.
022137s Maintenance, File Transfer, Backup/Restore	IF: - You back up data to a DOS-based ftp server, and - You look for the data via the web menu option View Restore Data… THEN: …The backup is not visible.	Look for information about backups to that server under the web menu option View Backup Log.
022021s Maintenance, Alarm, Media Gateway, H.248 IP	IF: - An alarm LED indicates a problem with a G700 Media Gateway, and - You verify that no such problem condition exists… THEN: …The LED nevertheless remains on.	If the LED remains on even after you verify that no alarms are present, check that the LED panel board is correctly seated.
021967s Endpoint / Appliance / Telephone, ISDN, H.323 IP, Trunk, Media Gateway, Blocked/Dropped Call, H.248 IP	IF: - A Remote Access call comes into a media server over an ISDN trunk rather than an H.323 IP trunk, and - The call goes back out of the media server to an endpoint connected via a CO trunk in a G700 media gateway… THEN: …The connection to the endpoint fails.	Administer Remote Access calling not to use ISDN trunks.
021923s Reliability, Maintenance, LSP (Local Survivable Processor), Upgrade, Registration, Endpoint / Appliance / Telephone	IF: - You upgrade the primary controller… THEN: …The endpoints unregister from the primary controller and can potentially register with a local survivable processor (LSP).	Shut down all LSPs before upgrading the primary controller.

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021533h Networking, Maintenance, Media Gateway, File Transfer, H.248 IP	IF: - An Embedded Web image has been downloaded to the P330 in a G700 Media Gateway… THEN: …The version in bank A (where that image resides) appears as 0.0.0.	To see the version number of the Embedded Web image, use the 'dir' command. Look at the version number for the EW_Archive.
021530s Administration, Reliability, Endpoint / Appliance / Telephone, LSP (Local Survivable Processor), Display	IF: - An LSP (Local Survivable Processor) is in a time zone different from that of its primary server, and - That LSP takes over call processing… THEN: …The time displayed on the endpoints is inaccurate.	Administer the LSP to be in the same time zone and have the same time as the primary server. In the web pages on the LSP, set the time zone and time accurately.
021314s Call Center, Service Observing, Button, Talkpath, Endpoint / Appliance / Telephone, Blocked/Dropped Call	IF: - A local service observer is in listen/talk mode, and - The service observer presses the VOA (VDN of Origin Announcement) button… THEN: …The observer's talkpath might be lost. When this occurs, the Service Observing button continues to flash as if it is still in listen/talk mode.	To recover the talkpath, the service observer can toggle the Service Observing button to Listen Only and then back to Listen/Talk.
021127h Networking, Call Center, Trunk, Media Gateway, H.248 IP	IF: - A call uses an analog trunk on a G700 Media Gateway, and - The caller hangs up… THEN: …The trunk might be idled before the network returns a disconnect confirmation from the other end of the call. If the trunk is carrying a high call rate, as in a call center, there is risk of re-using that trunk before it is actually available.	Increase the Incoming Glare Guard and Outgoing Glare Guard timers on the central office trunk group form.
020442s Administration	IF: - You want to update one or more items in a server's configuration… THEN: …You must go through the entire list of items in the Configure Server web pages to find the desired item to change.	Go through the list.